Volumn VII, Number 6 December 1990

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNCIPAL RAILWAY

Get Ready for the 1990 Awards Reception!

If you're one of Muni's many award winners, January 9 could be a red-letter day for you. That's when the annual Awards Reception and Drawing will be held from 5:30 to 7:30 p.m. at Oz at the top of the Westin St. Francis Hotel.

This event, by invitation only to award winners, their families, Muni and other City officials, recognizes award winners, as well as individuals and organizations that have made major contributions to Muni this past year. It features a buffet dinner followed by drawings for three Grand Prizes of trips for two to Hawaii, donated by Transportation Displays, Inc. Disc Jockeys Kevin Brown and Josefa from KBLX Radio will emcee the party.

The Westin St. Francis Hotel, one of the major contributors to Muni's Employee Recognition Program, will once again host the Annual Awards Reception and Drawing in January.

The drawings will be held for three groups of award winners. The first drawing includes only the Systemwide Operators of the Month. The second drawing includes Maintenance Workers of the Month, Engineering and Administration Outstanding Workers of the Quarter, Outstanding Transit Supervisors of the Quarter, Outstanding Transportation Employees of the Quarter and Maintenance Supervisors of the Quarter. The third drawing includes all non-winners from Groups One and Two, Systemwide Operator of the Month Runners-up, Maintenance Worker of the Month Runners-up, Divisional Operators of the Month, and Lift Operators of the Month.

Muni's Award winners will be vying for other prizes in addition to the Hawaii trips. Second Prizes are day trips for two to Kirkwood Ski Resort, donated by Mariposa Press; Third Prizes are Wine Country Bus Tours for two, donated by The Gray Line of SF; Fourth Prizes are Dinner Cruises for two, donated by Hornblower Yachts; Fifth Prizes are dinners for two at a prominent SF restaurant, donated by Gannett Shelter Posters of SF, and Sixth Prizes are dinners for two, donated by Houlihan's.

The annual Awards Reception also gives Muni the opportunity to thank publicly the many hotels, restaurants and businesses who have supported our Employee Recognition Program through their generous contributions. This year, in addition, to those businesses listed above who donated prizes, Muni applauds the following Civic Luncheon Hotel Sponsors: the Westin St. Francis (which is also hosting the Awards Reception), the Cathedral Hill, the San Francisco Hilton, the Fairmont, the Holiday Inn Union Square, the Sir Francis Drake, the Stanford Court, Le Meridien San Francisco, the Four Seasons Clift Hotel, the Holiday Inn Financial District and the Holiday Inn Civic Center.

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When "Muni Man of the Month" Got its Start

Today, the Operator of the Month Program is one of several monthly and quarterly awards bestowed on deserving employees. In fact, many of us probably take our Employee Recognition Program for granted. But did you ever wonder just when it all began?

Well, believe it or not, the "Muni Operator of the Month", Muni's first employee award, was forty years old this past

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Management Message

HOW TO MAKE GOOD DECISIONS QUICKLY

(Reprinted from *Bus Ride*, September, 1990)

Most of our business decisions should be made on the spot, a small percentage should be delayed and fewer yet, not made at all. Think about the following when confronting the many questions that cross your desk every day:

Be aware you might blow it. Every decision is a risk, and there's a chance you might fail. If you make it your primary goal not to fail, you're probably going to have a difficult time making decisions. Worse yet, there is absolutely no payoff for your company; the decisions you eventually make will probably be no better than if you had made them immediately. So when you blow it, learn everything you can from it and don't do it again. Remember if you're not failing once in a while, you're not taking enough risks.

You can change your mind. Almost all decisions are adjustable as well as revocable. When facing a decision, get comfortable with the fact that you can't know for sure what the result will be. Present your decisions in the fashion of "let's try this." Then if it does go awry, you can adjust or change your decision without harming your credibility. Taking risks and knowing when to cut your losses is a great combination in business.

Try not to get hung up on fact finding. Remember the "paralysis of analysis." In business you almost never seem to have enough information to make a decision, but decisions must be made anyway.

Respect your values. Does this decision reflect what I know to be right? If more people had made this decision, would the world be better or worse? Will this decision bring more self respect or more money or both? Your answers to these types of questions should help you reach, not only a quick decision,but one you will feel right about.

When in doubt, ask your co-workers, boss and friends what they think about your decision. If you can formulate an independent judgment and take the responsibility, you can only be helped by knowing other opinions.

Rely on experts. In serious matters, don't wing it. Call your accountant, attorney, mentor or professional advisor, who might take just a little longer and cost a bit more, but you'll minimize your risk.

Allow someone else the opportunity to decide. You can't delegate the ultimate responsibility, but you can delegate most of the work.

Prepare and calculate all your risk extremes. Forget all the middle ground and go right to the extremes. Think of the best and worst possible outcome of your decision. How much can you afford to put on the line? When you see that you have a high upside and a low downside risk, then shoot for the moon. However, if you see that you have a low upside and high downside, play it safe.

You can always go on a solution search. Grab a pen and pad, get in your creative mode and list every possibility that comes to mind. When the flow of options starts to slow down, push a little further. Then stop. Now switch to your critical mode and evaluate each possible decision. You may be surprised to see that one of your far-fetched ideas is clearly the best one.

You can always refuse to decide. There's nothing more decisive than simply stating, "I'm not going to decide right now." Your key here is to gauge the consequences of waiting. When waiting clearly incurs a high downside risk, then decide immediately. When there's a low downside risk to waiting, a decision might be improved by the delay.

Johnny Stein
General Manager

Editor's Box

Dear Reader,

Have a very Happy Holiday Season and Joyous New Year! Thanks for all your ideas and stories over the past year. Please keep them coming. The employees of Muni are who the Muni Memo is for and about.

Sincerely,

Anne Milner, Editor

Employee Notice

Attention All TCS Part-Time Transit Operators

This is the second notice of this announcement

If you were hired TCS from any Civil Service eligible list up through #E-130, you must file for Promotive Full Time Transit Operator in January 1991. If there is a possibility that you will want to convert to Full Time within the next four years, you must file an application. Failure to do so will result in your having to file an application during the open filing period at a later date. You would then have to participate in a competitive examination in which NO PREFERENCE will be given to TCS operators.

Job Search Center

Looking for a job? The Job Search Center at the Employment Development Department at 745 Franklin Street may be able to help. The Job Search Center offers three half-day workshops on three consecutive mornings on effective resumes, interviewing techniques, researching employers, analyzing your skills, organizing your job search and labor market information. A Job Search Library is also available with material for researching occupations and employers, including job announcements and reference material. The Job Search Center is open to the public at no cost, Monday through Friday from 8:00 a.m. to 4:30 p.m. For information, call 557-8651.

Job File

1444 Secretary l and 1446 Secretary II, Apply to Civil Service by Jan.9; **2940 Child Welfare Worker**, Department of Social Services, $38,766-47,034 annually. Apply immediately. For info, call 557-5566. **1132 Recorder,** Office of the Recorder, $60,294-73,294 annually. Apply to Civil Service by Dec. 21. For info, call 557-4840; **2440 Veterinary Laboratory Technologist,** San Francisco Zoo, $37,700-$45,656 annually. Apply to Civil Service by Dec. 28, 1990. For info, call 557-4874. **7338 Electrical Line Worker - Transit Power,** Hetch Hetchy in SF and Municipal Railway, $43,940-53,378. Apply immediately to Civil Service. Eligible lists will be produced periodically when the number of applications warrants. For info, call 554-1660; **2368 Assistant Director of Nurses,** SF General Hospital Medical Center. $64,558 - $83,096 annually. Apply immediately to Department of Public Health, 10l Grove or SF General Hospital, 1001 Potrero. For info, call 821-8084**; 2556 Physical Therapist,** SF General, Laguna Hospital, California Children's Services, San Francisco Unified School District, Special Education, Department of Public Health. $39,728-48,178. Apply immediately. Eligible lists will be produced when the number of qualified applicants warrants. For info, call 821-8014, 664-1580, ext. 2672, 334-5200, 585-2247, 821-8084. **8165 Workers Compensation Supervisor I**, $44,356-53,924 annually. Apply to Civil Service, 554-1584 by Jan. 9 ;**6335 Disability Access Coordinator,** $59,124-71,864 annually. Apply immediately to Civil Service, 557-4855. The following non-Civil Service appointments in PUC positions are open until December 21. **5352 Electrical Engineering Assistant II**, Hetch Hetchy; **7432 Electrical Line Helper,** Muni Transit Power; **7430 Assistant Electronic Maintenance Technician,** Muni; **7329 Electronic Maintenance Technician Assistant Supervisor**, LRV Maintenance, Muni. Apply immediately to Civil Service, 557-4855. For information on PUC positions, call the PUC Hotline at 554-1669. For other City positions, call the Civil Service Hotline at 557-4889.

Congrats!

The Divison Operators of the Month for November were:

Cable Car:	George Moley
Green:	Willie Booth
Kirkland:	Rachel Arce
Potrero:	Julio Lopez
Presidio:	Willie Lee Hughes
Woods:	Robert Earl Anderson

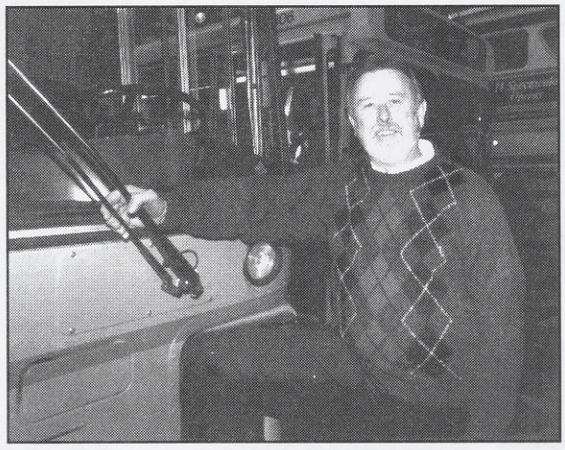
Unsung Hero

This is the fifth in a series of columns intended to recognize the Division Maintenance Superintendents

DICK JOHNSON

Superintendent of Running Repair, Woods Division

BACKGROUND: Dick was born in Spokane, Washington and grew up in Walla Walla, where he attended elementary and high school. After high school, he enlisted in the Army, and was a combat engineer stationed in West Germany from 1955 to 1959. After he was discharged from the Army, he returned to Washington and began his career in vehicle maintenance working for a Ford dealer in Pasco. He moved to San Francisco in 1964, continuing working for Ford at Hughson Ford, a company he describes as the "oldest Ford dealership in the world," having opened its doors in 1903. (Hughson Ford is now out of business.) Dick worked for Hughson until 1972, when he left to take a job with the City at the Purchasing Department's Central Shops. He started out as anAutomotive Machinist, then was promoted to an Automotive Machinist Supervisor I, a position he held for two years from 1984 to 1986. He moved over to Muni in 1986 as an Automotive Mechanic Supervisor I, holding that position until last year when he was promoted to the position of Superintendent.



Dick Johnson

FAMILY: Dick has been married to his wife Ginny for 24 years. Ginny, who is a housewife, and Dick, have a 14-year-old daughter, Colleen, who attends Terra Nova High School in Pacifica.

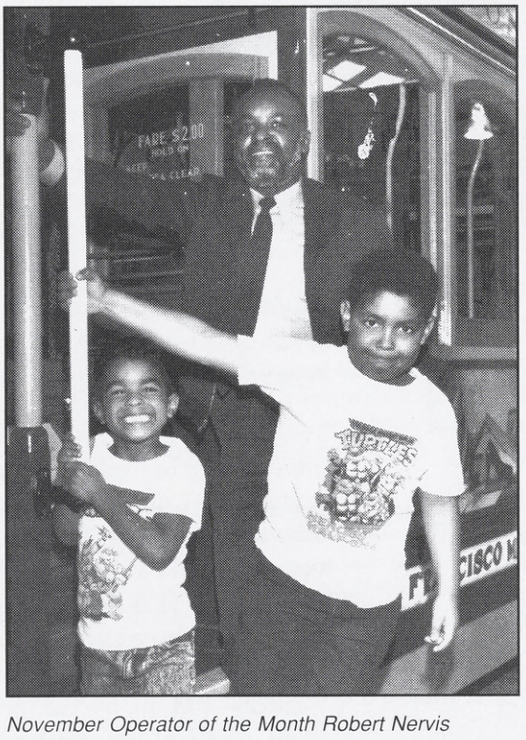
OUTSIDE INTERESTS: Dick enjoys golf and home remodeling, although he admits he is frustrated at not having the time to do all the renovation he wants to.

WORDS OF WISDOM: Having joined Muni in the last few years and working alongside people who have been here for many years has been a challenge. In many respects, it's an advantage to come up through the ranks in terms of understanding the many nuances of Muni. On the other hand, coming from another City department gives me a fresh perspective. It hasn't tainted me.

Awards

November Systemwide Operator of the Month

Name:	Robert L. Nervis
Division:	Cable Car
Years with Muni:	25
Background:	
Birthplace:	Louisiana
Education:	High School in Louisiana
Previous Employment:	Construction Worker
Marital Status:	Married to Olga
Children:	Two boys and three girls ranging from five to 27 years of age.
Hobbies & Interests:	Baseball, bowling and remodeling houses.
Words of Wisdom:	"Have faith in our Creator, work hard and you'll be successful."



November Operator of the Month Robert Nervis and his sons.

November Systemwide Operator of the Month Runner-up

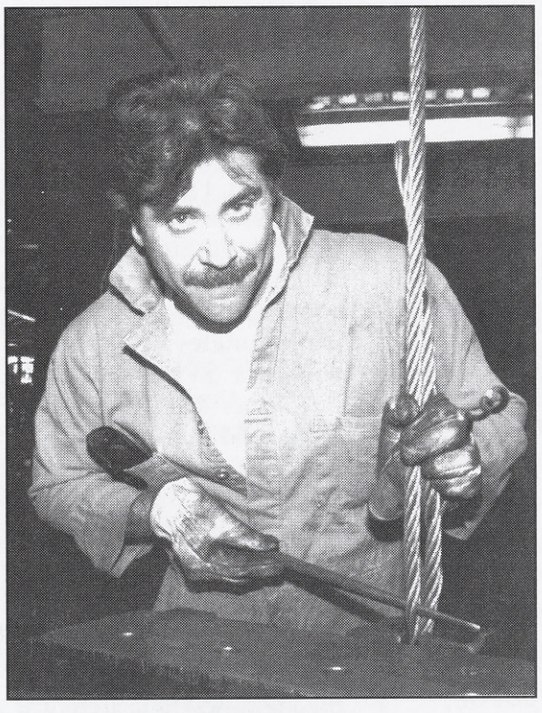
November Operator of the Month runner-up Alfredo Sotelo

Name:	Alfred V. Sotelo
Division:	Cable Car
Years with Muni:	17
Background:	
Birthplace:	Philippines
Education:	Far Eastern University, Manila, B.S., Commerce, 1963
PreviousEmployment:	Accounting
Marital Status:	Married to Maria
Children:	Beverly, 17
Hobbies & Interests:	Basketball, bowling and motorcycling
Words of Wisdom:	"To get the best results, do it yourself."

Awards

November Maintenance Worker of the Month

Name:	Joseph Sollecito
Division:	Cable Car
Position:	Cable Splicer 7472
Years with Muni:	Five
Background:	
Birthplace:	Sicily
Education:	George Washington High School
Previous Employment:	U.S. Army
Marital Status:	Married to Julie
Children:	Jennifer, 12, and Michelle, 7
Hobbies & Interests:	Sports, fishing and outdoor activities.
Words of Wisdom:	"Keep working and be happy."



November Maintenance Worker of the Month Joseph Sollecito

Outstanding Administration Worker of the Fall Quarter

Outstanding Engineering and Administration Worker of the Fall Quarter, James Reyes, receives his award from General Manager Johnny Stein

Name:	James Reyes
Department:	Community Affairs
Position:	Clerk Steno 1444
Years with Muni:	Nine years
Background:	
Birthplace:	El Paso, Texas
Education:	El Paso High School, Hotel Dieu School of Nursing, El Paso, Respiratory Technician; Mr. Reyesattends SF City College where he is a few classes away from an A.A. degree in stenography.
Previou Employment:	St. Joseph's Hospital in SF as a respiratory technician
Marital Status:	Single
Hobbies & Interest:	Bicycling and opera
Words of Wisdom:	"Give your utmost to any task."

News

The Final 1990 Gold Awards

Safety and Training:
Edward Capla,
Brendan Scanlan,
Evelyn Wells;
Ways and Structures:
Sun Chan,
Nydia Diaz,
Eugene Fields,
Danny Gagen,
Ernest Jackson,
David R. Kim,
Carl Norville,
Tom Petersen,
Eddie G. Ribay,
Oliver Sheridan,
Evaristo Solis,
Edward Valadao,
Johnny Wilson,
Bing Chiu Wong,
Maurice Zaldana;
Cable Car Maintenance:
Christopher C. Chong,
John Cutajar,
Percy Dillon, Jr.,
Christopher M. Hill,
Chung S. Lee,
Don M. Troya,
Luis G. Valdiviez,
William Wong;
Flynn Maintenance:
Virgil A. Dennis,
Reynaldo Domondon,
Karen Gonzalez,
Joe Green,
Gil Gutierrez,
John Martin,
Shashikant Patel,
Douglas K.Wong.

Muni Talent Sought

Can you sing, act, dance, play an instrument, juggle, stand on your head or "crawl on your belly like a reptile?"

Yes? Well, then, your services are sorely needed for the First Annual Muni Talent Show.

Potrero operator Ralph Hodge and TWU, Local 250-A Potrero Division Chair, Joe Barnes, are seeking any and all talent from all employees throughout the Railway for a show they hope to put together sometime in the Spring. Hodge says it's an opportunity for Muni employees to get together, have fun and relieve stress.

If you have a a special talent, are a closet or out-of-the-closet performer, and would like to participate, call Ralph or Joe at 554-9273.

Opinion Corner

One Hurrah

From my view, Planet Earth is inundated with human chaos and that chaos often-times looks overwhelming. Middle-age has taught me to temper my youthful dreams to change the world by concentrating changes within myself and celebrating victories within my immediate environment.

I have something to celebrate. An African-American gentleman has worked his 20-year way through the San Francisco Municipal Railway ranks to the positon at the top and arrived with integrity intact — a gentleman who volunteers his own time to speak at institutions of incarceration, who is a reputable leader in his religious community, who reveres family, who has a sense of humor, and who treats secretaries with the same respect he offers visiting dignitaries.

No, he didn't pay me to write this. In my community, where tragedy is becoming the norm, I gladly laud his success; for me, it pushes back the chaos a little bit more, for in this era when in the 20-29 age bracket,one out of three male inmates in prison, on parole or on probation is African-American, he couldn't have paid me **not** to write this. CONGRATULATIONS, MR. STEIN!

Fannie Lee Low

Secretary

(If you have opinions on any subject related to Muni, please send them to Muni Memo, Room 238, 949 Presidio Avenue. We will not accept anonymous letters.)

Riders Speak

Dear Sir:

Having just returned with my wife from a two-week visit to your city in which we used the SFMR each day, we would like to compliment your organization for the courtesy and friendly attitude of every driver, motorman, gripman and conductor we had contact with.

We think that you can be proud of your operating personnel. Not only did they display the qualities listed above but they all have the patience of Job.

Thank you again for your organization making our visit so nice.

Sincerely yours,

Paul Henry

Fort Thomas, Kentucky

Dear Sir:

I am writing this note to let you know how very nice your cable car employees are.

The drivers and conductors should get a big raise for X-mas, because the deserve it!

They are making the cable car ride for the passengers very pleasant. They joke and help everybody in every way. Especially for senior citizens — would do everything they can to help them, like while getting on or off the car, also finding a seat for a person who needs it.

THEY ARE JUST MARVELOUS!!

"BRONIA"

News

Muni Passport a Big Hit!

Muni's one- and three-day "Passport" program, offering SF tourists special limited-time passes good for rides on all Muni passenger vehicles, has sold over 150,000 Passports and brought in $1 million in revenue since its inception 18 months ago.

One-hundred-and-forty-three hotels and motels have the brochure advertising the Passport in their lobbies, and British Airways now promotes the Passport to its passengers before landing in SF. Passport holders can also receive discounts to certain San Francisco attractions. In fact, four new attractions have been added to the list. The SF Museum of Modern Art, the Eureka Theater, the Lorraine Hansberry Theater and the Magic Theater have all agreed to honor the Muni Passport and give discounts on tickets! Hats off to Community Affairs' John Corser, who has spearheaded this program!

The Bus Stops Here

Muni, Performing Arts Services and the City of San Francisco's Grant for the Arts are co-sponsoring a year-long program, which started in October, to promote both public transportation and the arts in San Francisco.

Called "The Bus Stops Here," the campaign was created by the John Noble Advertising Agency and uses extensive interior and exterior advertising, urging passengers to attend the theater, concerts, museums and arts events, and to get there by taking Muni. Gannett Transit Shelters and TDI, Muni's vehicle advertising company, are posting "The Bus Stops Here" ads in buses and shelters. In the coming months, look for posters of Sukay Music of the Andes, the War Memorial Opera House, the SF Shakespeare Festival, and Joe Louis Walker of the SF Blues Festival. If you never thought of buses and the arts as being likely partners, think again.

Continued from page 1

September. Thanks to unofficial Muni archivist Nicolas Finck, who has saved old editions of Muni's prior employee newsletter "Trolley Topics," we know that August 1950 was when Muni began soliciting the public through newspaper and car card advertising to write in about exceptional drivers. In September 1950, Muni received 1144 commendations, close to 300 a week. Prior to the announcement of the "new" program, commendations averaged only about 12 a week.(Today, we average about 50 commendations a week.)

The "Muni Man of the Month" was chosen by a committee outside the Railway, including then Mayor Elmer Robinson, Claire Goodwin, President of the SF chapter of the National Safety Council and a representative of Muni's transit advertising company at the time, Fielder, Sorensen & Davis. The committee selected the winner for outstanding acts rather than the number of commendations. The winner received a blue and gold Courtesy Citation to be worn on his uniform and a brand new, crisp $50 bill. The first "Muni Man of the Month" for September 1950 was Francis F. McManus from Potrero Division who drove the 33 Ashbury line.

As women began to join the ranks of Muni drivers, the name of the award was changed to "Operator of the Month," and it remained Muni's only employee award until 1986, when then-General Manager Bill Stead instituted a much broader Employee Recognition Program. Back in 1950, Muni employees would never have imagined the scope of the program we have today. Muni's Award Program today includes Gold Awards, Years of Service Pins, Certificates for Excellence in Management and Service to the Public, Systemwide Operator of the Month and Runner-up awards, Divisional Operator of the Month awards, Transit Supervisor of the Quarter, Transportation Employee of the Quarter, Maintenance Worker of the Month and Runner-up awards, Maintenance Supervisor of the Quarter, the James Hurley Maintenance Worker of the Year Award, Engineering & Administration Worker of the Quarter, and Lift Operator of the Month.

Given the specter of Muni Awards Past, would anyone like to venture a guess as to what Muni Awards Future will look like forty years from now — in 2030?

I'M GLAD YOU'RE HOME. THE LANDLORD RAISED THE RENT, WE'RE OVER-DRAWN AT THE BANK, THE BUTCHER, THE BAKER AND THE GROCER ALL WANT THEIR MONEY RIGHT NOW, AND —
NOW, NOW, DONT GET UPSET
I LOCKED TOMMY IN THE CLOSET FOR SHAVING THE CAT AND HE CUT YOUR NEW UNIFORM TO RIBBONS AND BESIDES
THATS O.K. HONEY, LETS BE CALM
THE POLICE JUST PHONED THAT YOUR BROTHER WAS IN JAIL AGAIN. THE GAS HAS BEEN CUT OFF AND THE WATER AND —
YES, YES. TAKE IT EASY
I GOT A PARKING TICKET, I DROVE THE CAR THROUGH THE BACK WALL OF THE GARAGE. THE GARAGE IS A WRECK, THE CAR IS A WRECK, I'M A WRECK AND YOU SIT THERE AS COOL AS A CUCUMBER. ARE YOU ALL RIGHT, DO YOU FEEL WELL, LET'S SEE YOUR TONGUE. BLA-BLA-BLA —
I FEEL FINE, I FEEL JUST DANDY. HOW TH'HECK DO YOU EXPECT ME TO WIN THE COURTESY AWARD LIVIN IN A MADHOUSE? I GOTTA PRACTICE PATIENCE, FORBEARANCE AND POLITENESS, BUT THIS IS TOO MUCH!
Chas. L. Reed 1950

A look at the life of a Muni driver from 1950? We hope that times have changed.

Continued from page 1

Congratulations to the lucky drawing winners, whoever you may be, and thanks to all the organizations that have made our Employee Recognition Program such a success

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162

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